



CASE STUDY

Improving Warehouse Operations Effectiveness

The client is a leader in multi-channel retailing and televised shopping service.

Executive Summary

The client is having 7+ warehouses across the world, managing inbound shipments from more than 15,000 vendors and outbound shipments to about 5.9 million customers.



Business Challenge

- Challenges in planning the staging of products over a period
- Limitations of existing Warehouse Management System functional capabilities affecting operational performance in competitive markets



Our Solution

- Performance optimization: Architectural re-engineering to remove the technical debts and microservice based architecture for scalability
- Introduction of Labor management functionality for productivity improvement and process enhancement for PO (Purchase Order) and ASN (Advance Shipment Notice)
- Definition of KPI dashboards for real time operational visibility leading to better decision making and efficiency improvement
- Product benchmarking leveraging ITC Infotech WMS COE consultants to identify functionality gaps for product enhancement for competitive advantage.



Business Benefits



Monitoring and Governance via dashboards and reports for quick and informative decisions



Reduction in warehouse downtime by **4% to 8%**



Reduction in testing and deployment time by **30% to 40%** leveraging re-defined procedures and prebuild modules

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